



Billing Code: 5001-06

DEPARTMENT OF DEFENSE

Office of the Secretary

[Docket ID: DoD-2013-OS-0026]

Submission for OMB Review; Comment Request

ACTION: Notice.

The Department of Defense has submitted to OMB for clearance, the following proposal for collection of information under the provisions of the Paperwork Reduction Act (44 U.S.C. Chapter 35).

DATES: Consideration will be given to all comments received by [insert 30 days from publication of this notice in the Federal Register].

TITLE, ASSOCIATED FORM AND OMB NUMBER: Interactive Customer Evaluation (ICE)/Enterprise Voice of the Customer (EVoC) System; OMB Control Number 0704-0420.

TYPE OF REQUEST: Revision to a Currently Approved Collection

NUMBER OF RESPONDENTS: 51,000

RESPONSES PER RESPONDENT: 1

ANNUAL RESPONSES: 51,000

AVERAGE BURDEN PER RESPONSE: 3 minutes

ANNUAL BURDEN HOURS: 2,550

NEEDS AND USES: The Interactive Customer Evaluation (ICE)/Enterprise Voice of the Customer (EVoC) System automates and minimizes the use of the current manual paper comment cards and other customer satisfaction collection media, which exists at various customer service locations, throughout the DoD. Members of the public have the opportunity to give

automated feedback to the service provider on the quality of their experience and their satisfaction level. This is a management tool for improving customer services.

AFFECTED PUBLIC: Individuals or households; business or other for-profit.

FREQUENCY: On occasion.

RESPONDENT'S OBLIGATION: Voluntary.

OMB DESK OFFICER: Ms. Jasmeet Seehra.

Written comments and recommendations on the proposed information collection should be sent to Ms. Seehra at the Office of Management and Budget, Desk Officer for DoD, Room 10236, New Executive Office Building, Washington, DC 20503.

You may also submit comments, identified by docket number and title, by the following method:

- Federal eRulemaking Portal: <http://www.regulations.gov>. Follow the instructions for submitting comments.

Instructions: All submissions received must include the agency name, docket number and title for this Federal Register document. The general policy for comments and other submissions from members of the public is to make these submissions available for public viewing on the Internet at <http://www.regulations.gov> as they are received without change, including any personal identifiers or contact information.

DOD CLEARANCE OFFICER: Ms. Patricia Toppings.

Written requests for copies of the information collection proposal should be sent to Ms. Toppings at WHS/ESD Information Management Division, 4800 Mark Center Drive, East Tower, Suite 02G09, Alexandria, VA 22350-3100.

Dated: May 20, 2013.

Aaron Siegel,

Alternate OSD Federal Register

Liaison Officer,

Department of Defense.

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